GOVERNMENT OF INDIA
LABOUR AND EMPLOYMENT
LOK SABHA

UNSTARRED QUESTION NO:3062
ANSWERED ON:05.12.2016
Nidhi Aapke Nikat Programme
Somaiya Dr. Kirit

Will the Minister of LABOUR AND EMPLOYMENT be pleased to state:

(a)the salient features and status of implementation of Nidhi Aapke Nikat Programme of Employees" Provident Fund Organisation (EPFO);
(b)the number of customer grievances/complaints received by EPFO since inception of the said programme till date along with the action taken thereon; and
(c)the manner and extent to which the said programme is likely to help in checking the increasing number of customer grievances/ complaints in various EPFO centres in the Country?

Answer

MINISTER OF STATE(IC) FOR LABOUR AND EMPLOYMENT
(SHRI BANDARU DATTATREYA)

(a): Nidhi Aapke Niakat is a public outreach programme. It is held on the 10th of every month in all the 122 field offices of Employees' Provident Fund Organization (EPFO) and is presided over by the officer-in-charge. It is an endeavour by the Organization to bring together all its different stakeholders on a common platform. The various new initiatives in the interest of employees/employers taken by the Organization are explained during the programme. It encourages employees and employers to give their suggestions and feedback regarding the different issues affecting the Organization besides redressing grievances.
(b): Approximately 17,000 grievances were received by EPFO since its inception in July, 2015. Efforts are to resolve these grievances on the spot itself. Out of the total grievances, as on date, only 268 grievances are pending.

(c): Nidhi Aapke Nikat not only adopts participatory and broad-based approach in dealing with its stakeholders, but also disseminates information regarding the new initiatives taken in their interest. Such measures shall, in due course, bring about greater public awareness of the rights and responsibilities of all the stakeholders and will in turn, check the number of grievances. Further, with online platforms and access to services added, the need to physically visit the office is likely to decline.
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